Software Upgrade Assistant Manual for DuraXV

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SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV

Preparation

Ensure that the following system requirements are met prior to installation of the Software Upgrade Assistant (SUA):

- Windows 7, 8, 8.1 both 32 bit and 64 bit. If you are using Windows 8 or Windows 8.1, please click the Desktop icon and start this upgrade process.
- Ensure that your PC has Internet access. Proxy Server and VPNs are not supported.

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV

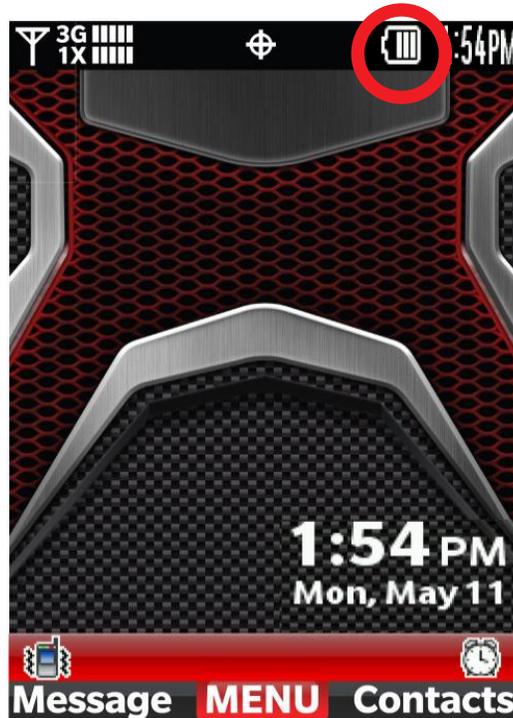- Confirm your phone is charged more than three levels.

Figure 1 Battery Level Indicator

- This two-part process takes up to 3 minutes for download and approximately 7 minutes for installation. This estimation may vary depending on the PC and network performance.

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Install the Software Upgrade Assistant

If you have already installed this tool on your PC, close "Software Upgrade Assistant."

– Step 1: Connect only one phone to the PC.
– Step 2: If AutoPlay is presented, click "Run TL-Bootstrap.exe" otherwise open CD-ROM drive
and click "TL-Bootstrap.exe."

Figure 2 Run TL-Bootstrap.exe from AutoPlay

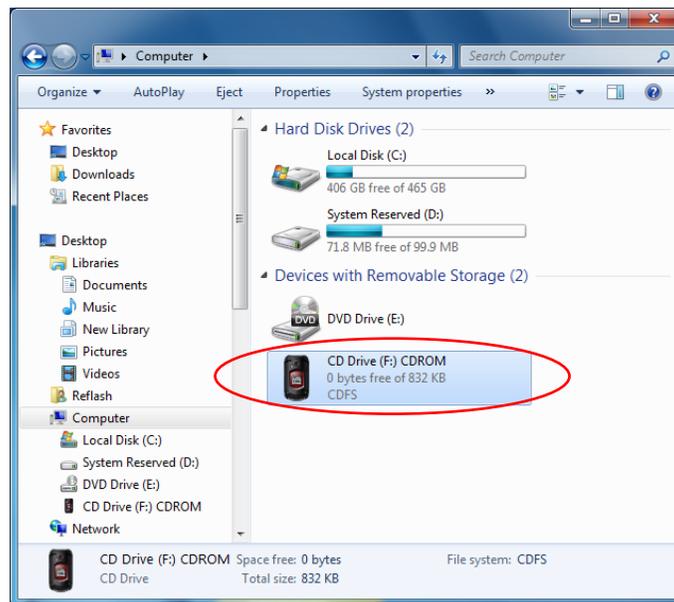# SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV
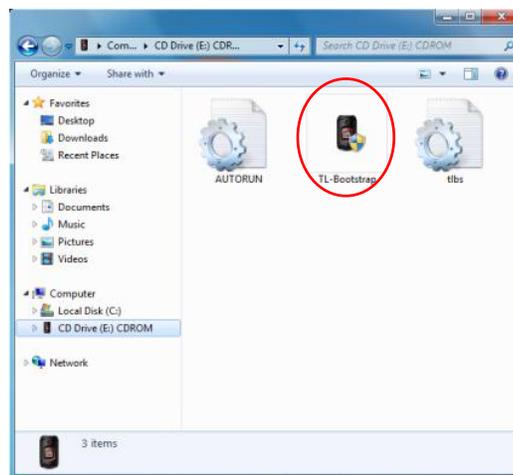

Figure 3 Run TL-Bootstrap.exe from Computer

Figure 4 Run TL-Bootstrap.exe from CD-ROM drive
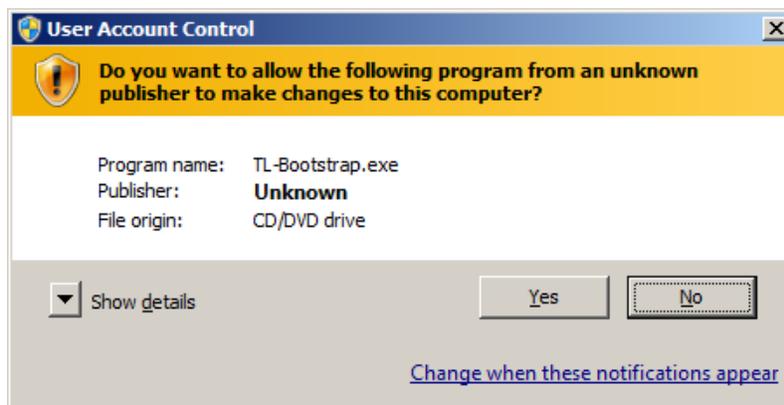
If you see the following pop-up, please click "Yes".

Figure 5 User Account Control

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV

If you see the following pop-up, ignore it.

Figure 6 Installation Error Message

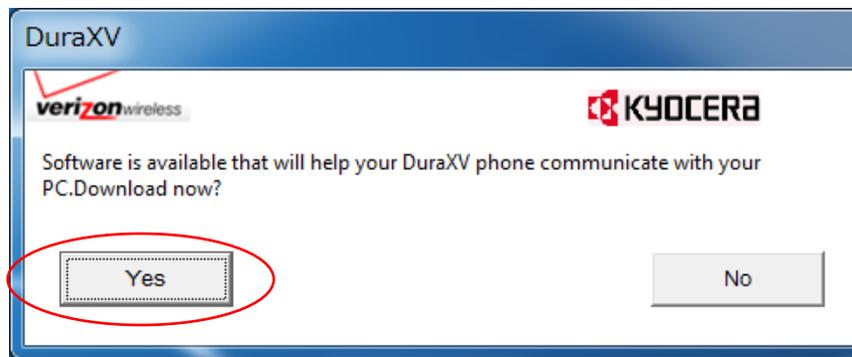– Step 5: Click "Yes" to begin USB driver installation.
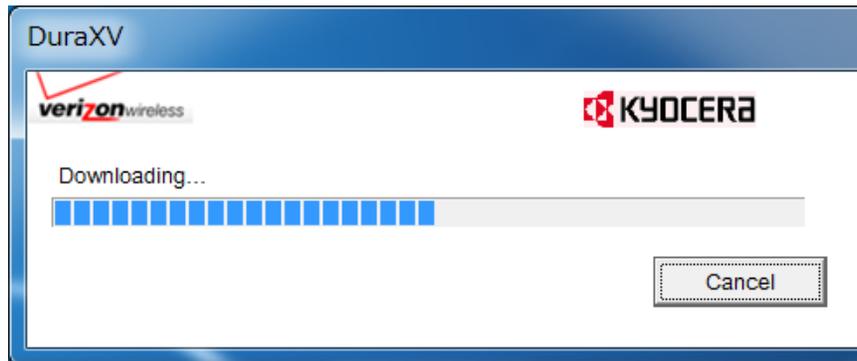

Figure 7 Confirmation message window

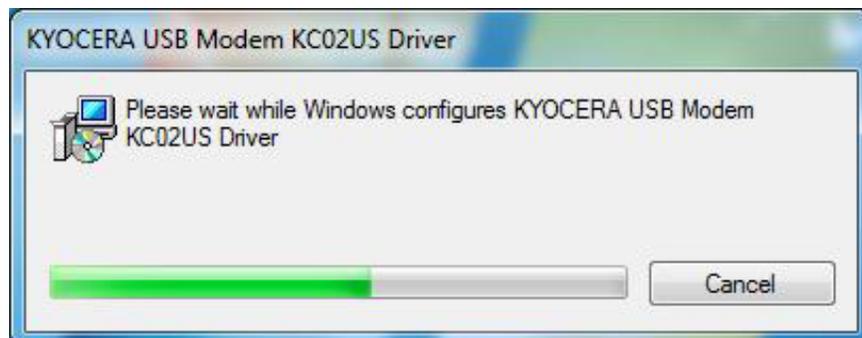Figure 8 Progress of Driver download

Figure 9 Progress of Driver installation

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV
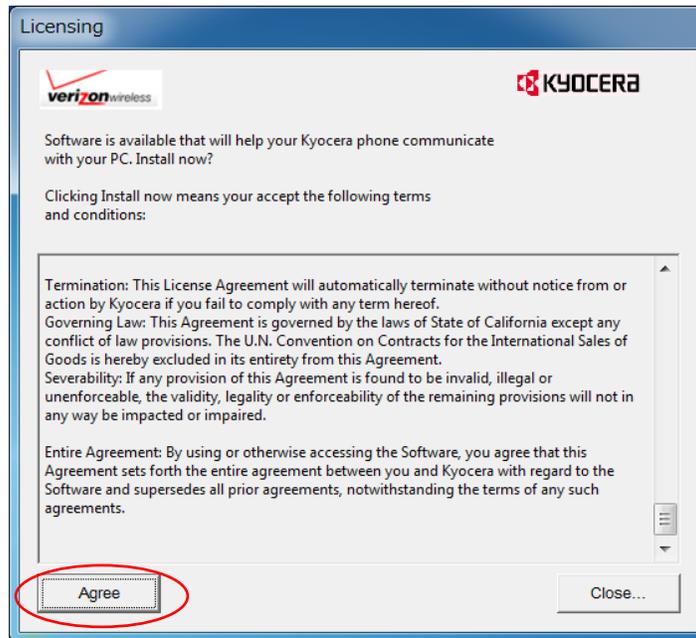

Figure 10 License Agreement
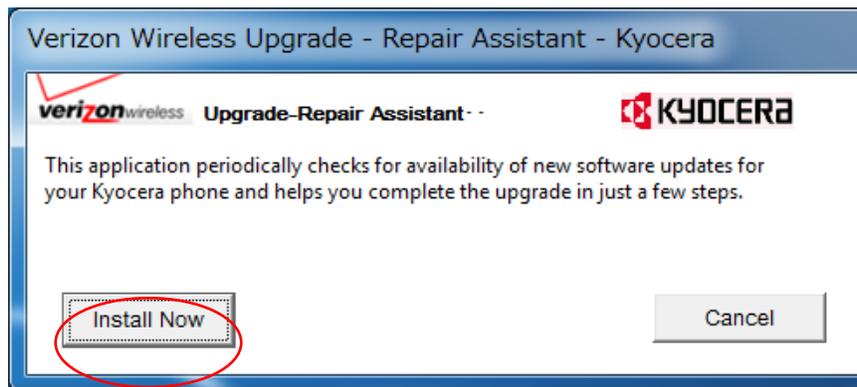
Figure 11 Tool Installation Window

Figure 12 Installation Complete

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV
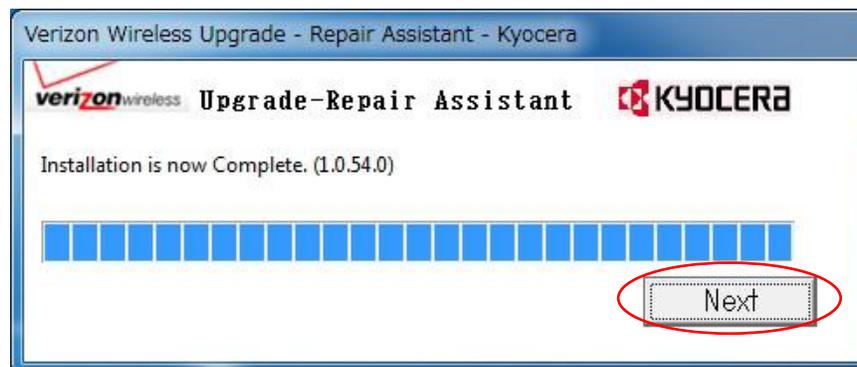
If network connection fails during this process, you will see a pop-up (Figure 13). Refer to Appendix 4-2.
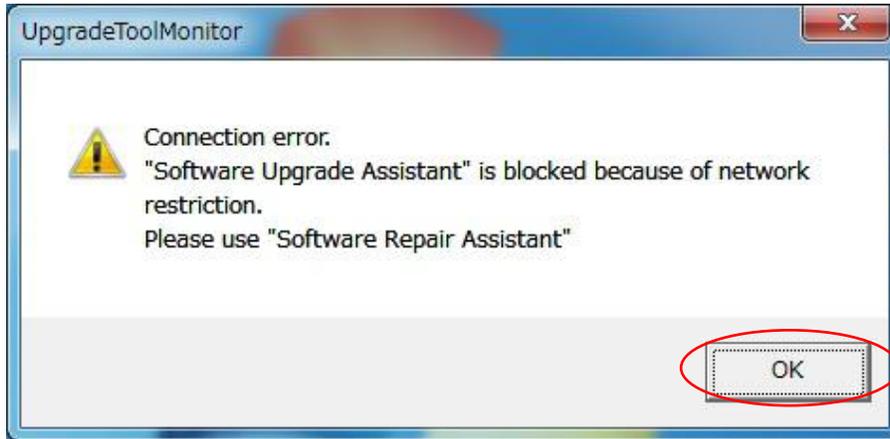

Figure 13 Connection Error pop-up

If the USB Driver installation process does not start, please confirm that you have a working internet connection. If proxy or VPNs are used, please contact your network administrator.

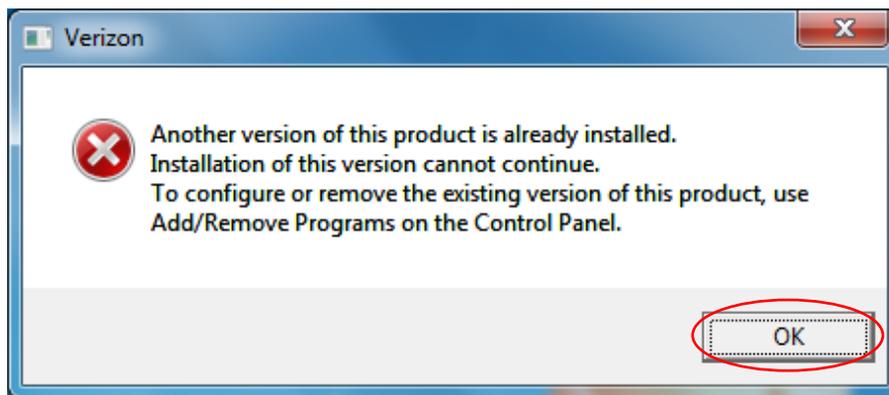If you see the following pop-up, refer to Appendix 4-1.

Figure 14 Installation Failed
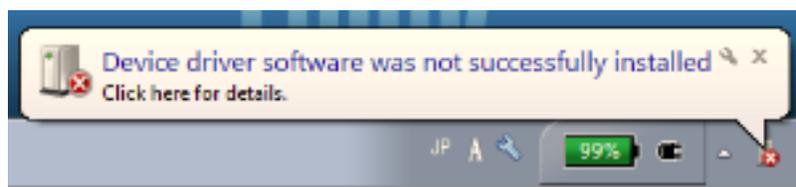
If you see the following pop-up, click "Yes."

Figure 15 Installation Error Message

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV

Run the Software Upgrade Assistant: Download the Update File
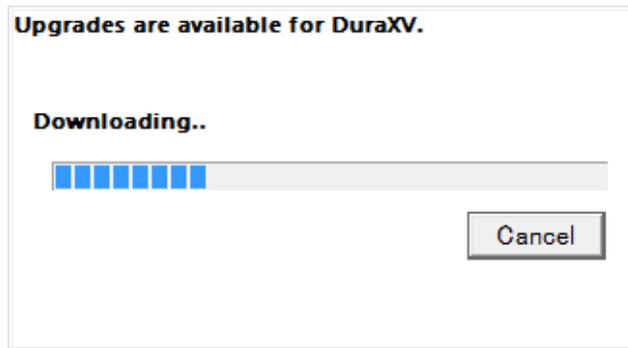
– Step 6: Proceed update file download.

Figure 16 Download Progress Window

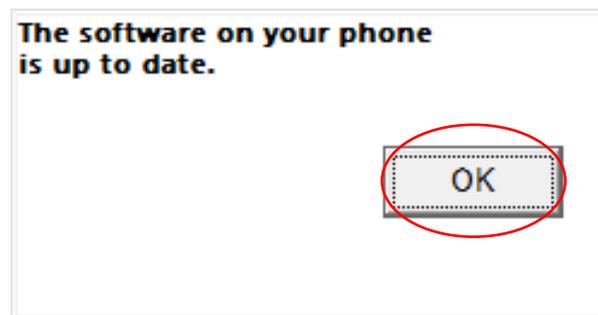If you see the following pop-up, refer to Appendix 4-2.

Figure 17 Notification Pop-up

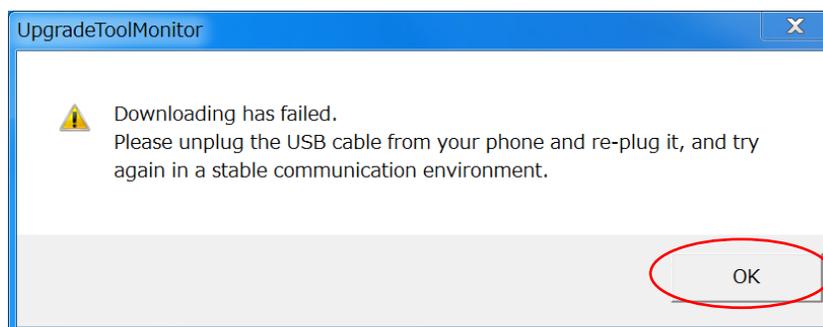If you see the following window, refer to Appendix 4-3.

Figure 18 Download Failure

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV

Run the Software Upgrade Assistant: Software Upgrade

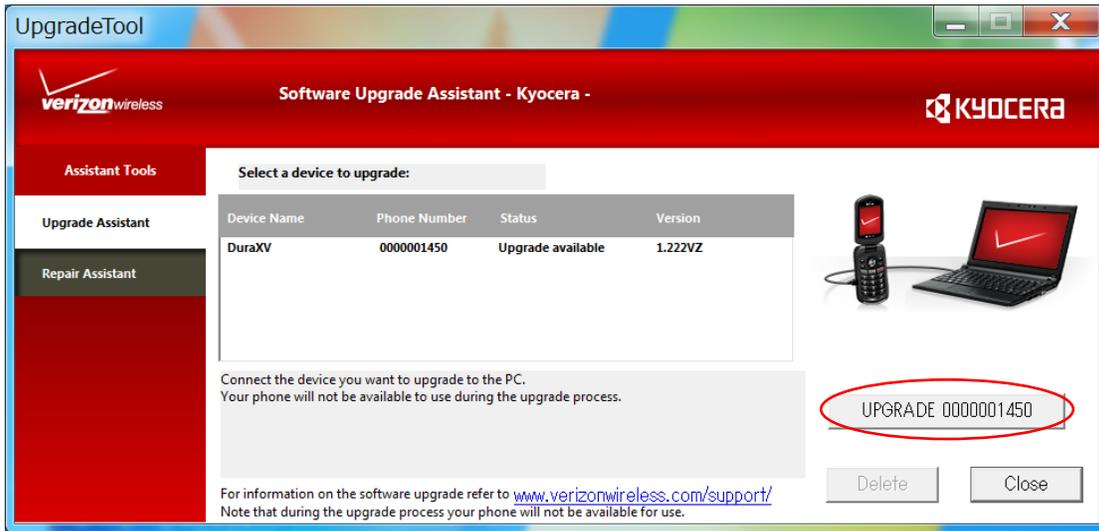– Step 7: Click the "UPGRADE [PHONE NUMBER]" button and start the software upgrade.
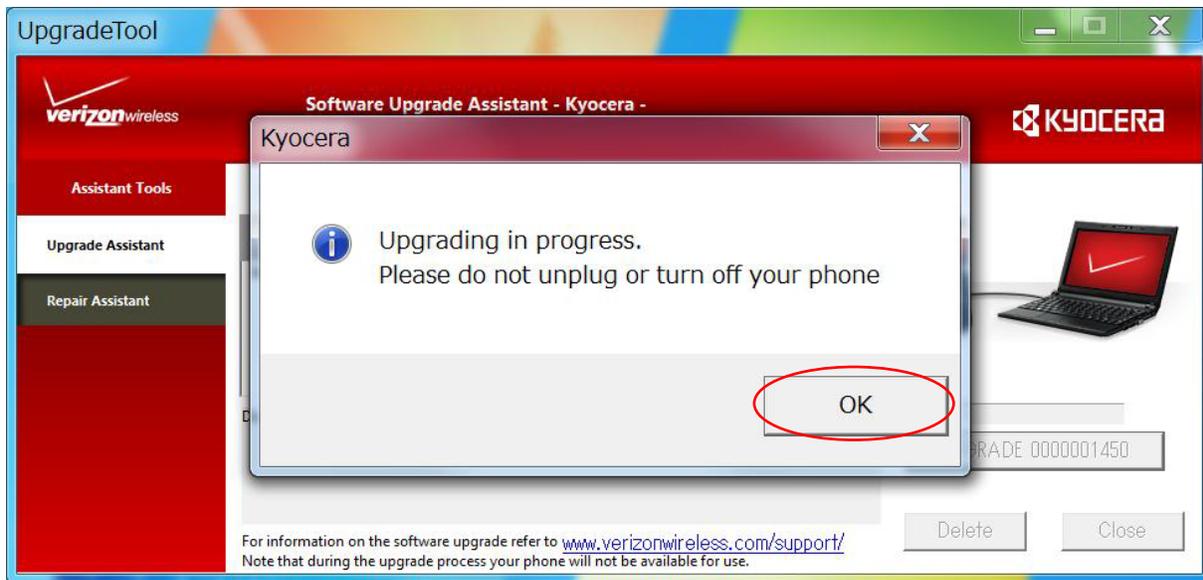

Figure 19 Software Upgrade Assistant Window

Figure 20 Notification for Software Upgrade

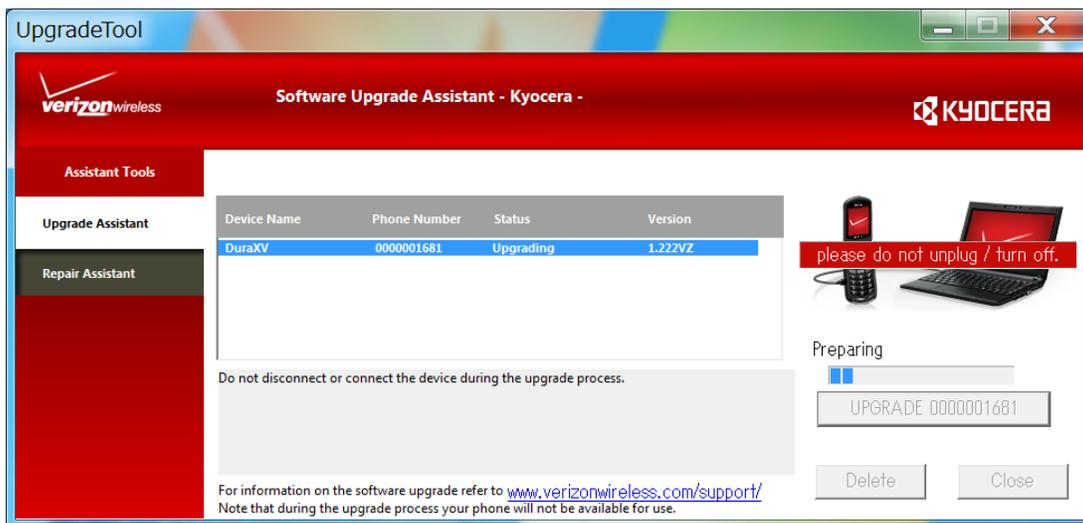# SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV
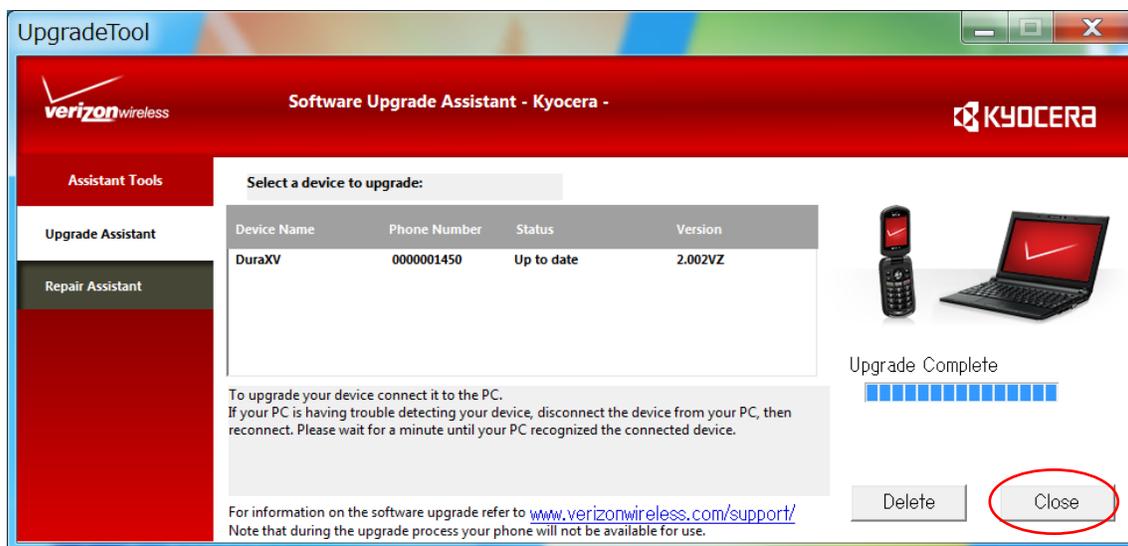

Figure 21 Software Upgrade Process

Figure 22 Software Upgrade Completion

– Step 8: To continue upgrading other phones, please unplug the current phone and connect the second phone to the same USB port.
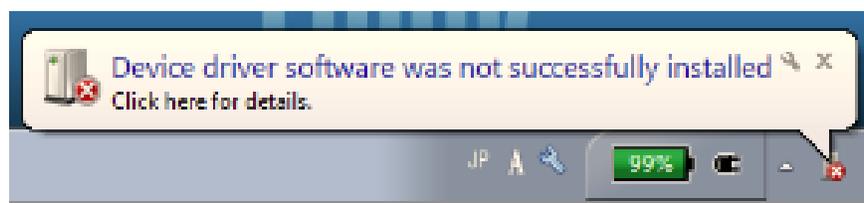
You may see the following error notification, ignore it.

Figure 23 Installation Error Message

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Appendix 4-1: Uninstall the Old USB Driver

Ensure that the following system requirements are met prior to installation of the Software Upgrade Assistant (SUA):

- O pen "Programs and Features" (Figure 24) on your PC from Control Panel → All Control Panel Items.
- Select "KYOCERA USB Modem KC02US Driver," right-click it, and select "Uninstall" to uninstall the old driver.
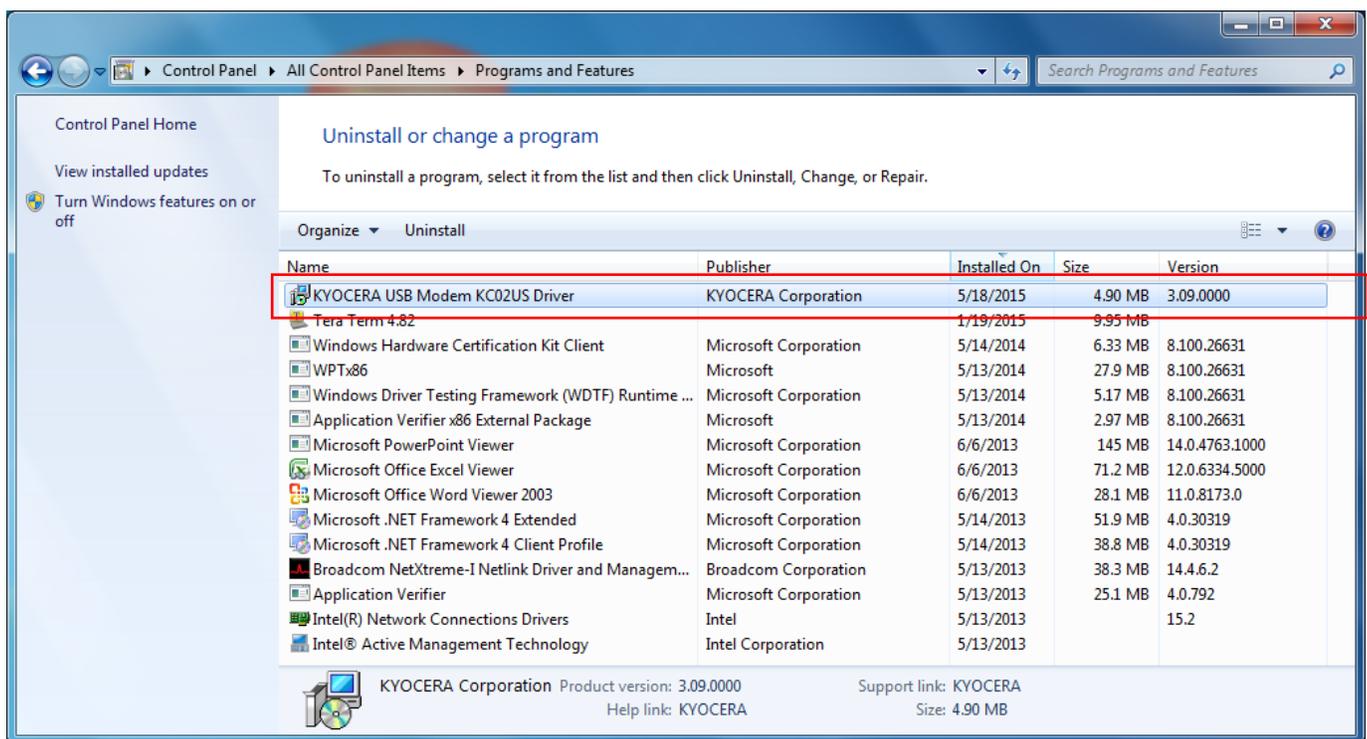- Follow the steps in "2. Installation the Software Upgrade Assistant" and "3. Run the Software Upgrade Assistant.".

Figure 24 Uninstalled old USB driver

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Appendix 4-2: When the Upgrade File is Not Available

Please launch Software Upgrade Assistant from the task tray (Figure 25 & 26) after a couple of days.

If a new update SW is released, then you can continue the process.

- Click "Software Upgrade Assistant" icon on the task tray (Figure 25).
- Select "Check for device upgrades" (Figure 26).
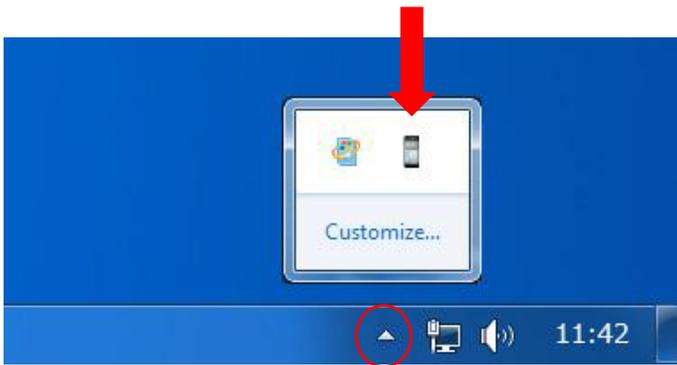- Go to "Run the Software Upgrade Assistant: Download the Update File"

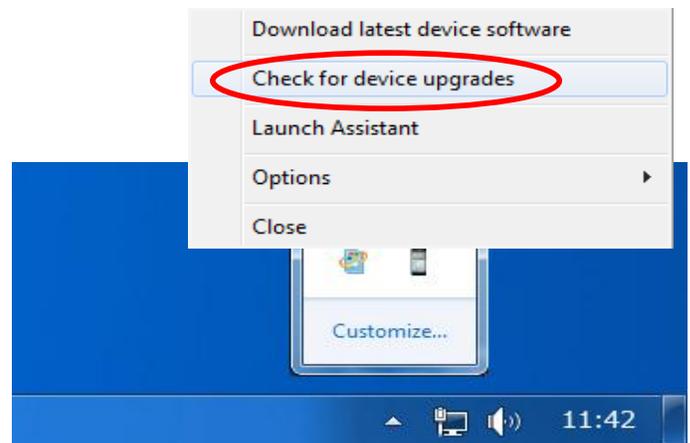Figure 25 Launch Software Upgrade Assistant

Figure 26 Check upgrade file

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Appendix 4-3: Recovery from Download Failure

- Click "OK" button on both Figure 27 and Figure 28.
- Move to better network condition.
- Unplug the USB cable and re-plug it again, then start Download Progress Window.
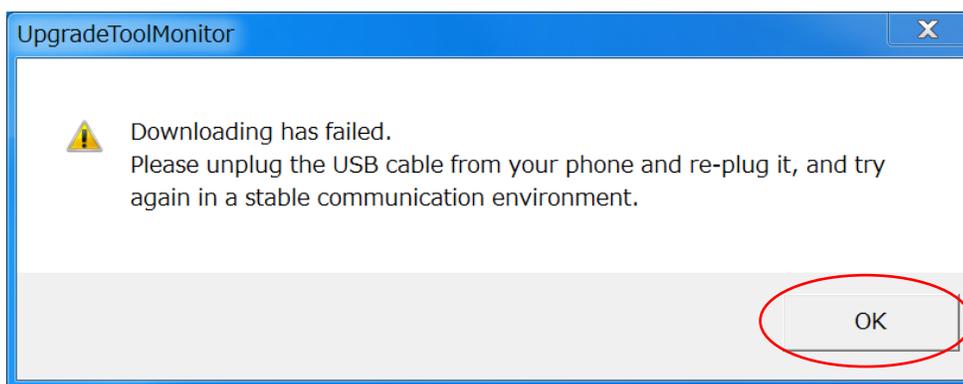- Go to "Run the Software Upgrade Assistant: Download the Update File"
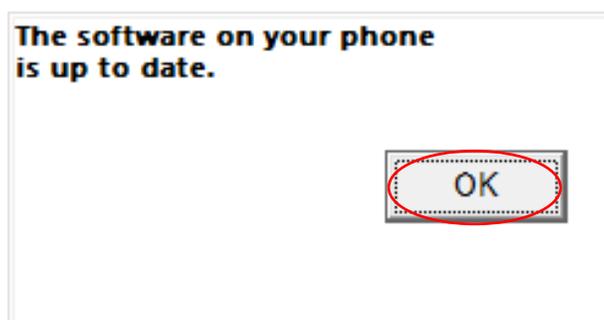
Figure 27 Download Failure

Figure 28 Notification pop-up

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Appendix 4-4: When there is no response after PC connection

- The USB mode of your phone should be set to "Ask On Plug." To change the settings to "Ask On Plug," press "MENU" on Home Screen →Settings & Tools → USB Mode, then select "Ask On Plug." Please do NOT change the USB setting mode until the Software Upgrade Process is finished.

Figure 29 Ask On Plug

The Software Upgrade Assistant should be closed:

- Step 1: Click "Software Upgrade Assistant" icon on the task tray.
- Step 2: Select "Close"

Figure 30 Software Upgrade Assistant Menu

SOFTWARE UPGRADE ASSISTANT MANUAL FOR DURAXV

Appendix 4-5: Recovery from Internet connection failure

- Confirm your PC settings of "Internet Options" and "Internet Properties."
    – Step 1: Open "Internet Options" of Internet Explorer, click "Privacy" tab and set to "Medium High" (see Figure 31).
    – Step 2: Click "Advanced" and check SSL 3.0 and TLS 1.0 (see Figure 32)
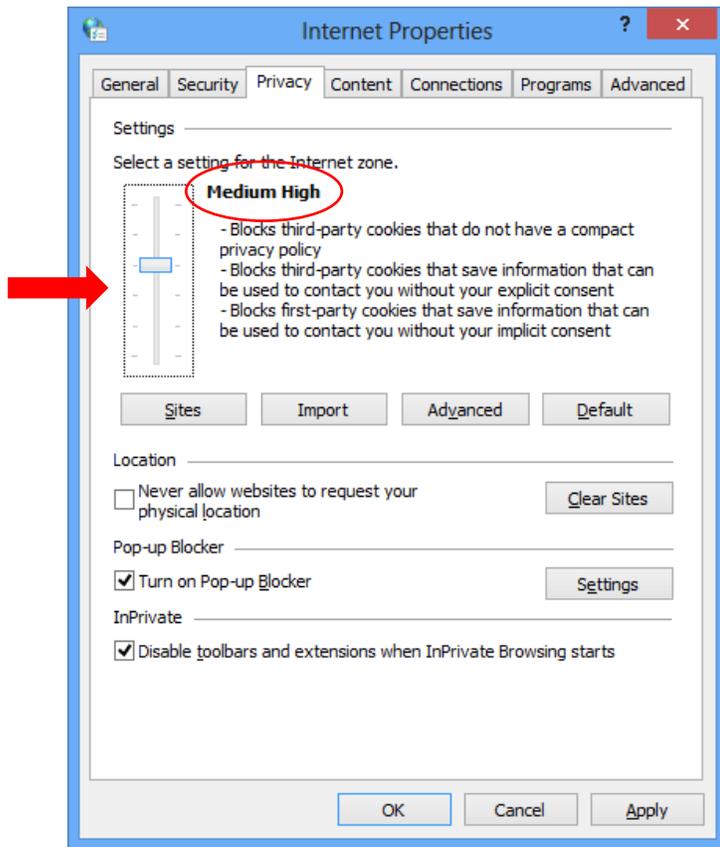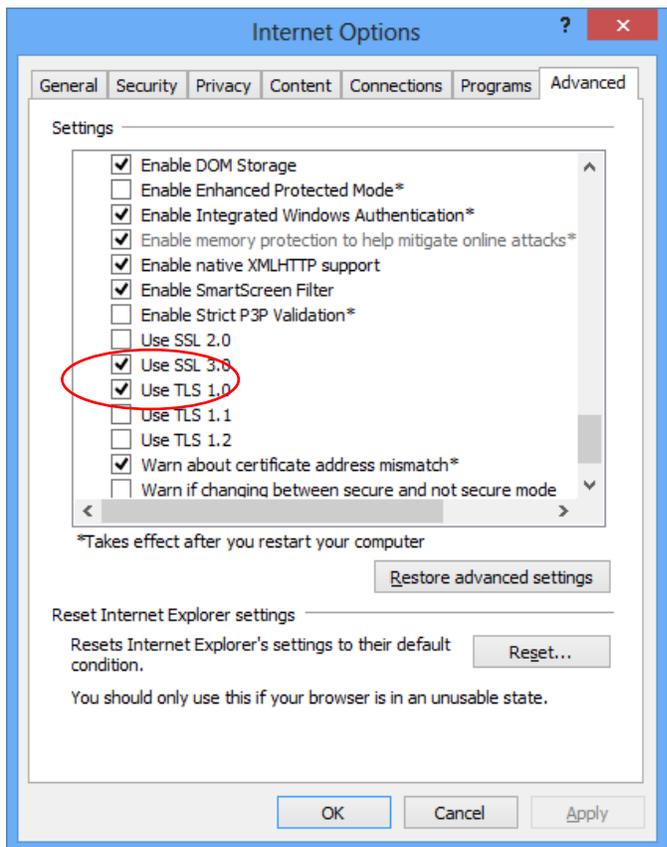
Figure 31 Privacy Level

Figure 32 Advanced Settings

Appendix 4-6: Recovery from Windows error

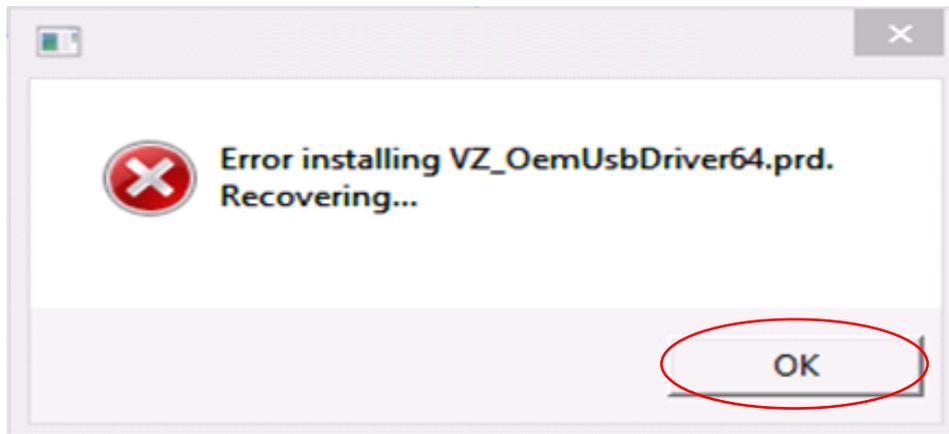• If you see the following error pop-up, installation has failed because of a Windows error or file download error. Please unplug the USB cable and plug it in again.

Figure 33 Installation Error